



[Assisted Living Registry](#)

Complaint #: C2023-S91

Substantiated Complaint Information

Name of Residence: Summerland Seniors Village

Address: 12803 Atkinson Road, Summerland, BC

Legal Name of Registrant (Operator): Summerland Seniors 3 LLP

The complaint investigation was concluded on June 6, 2024. A summary of the findings of non-compliance(s) with the [Community Care and Assisted Living Act](#) (Act) and/or the [Assisted Living Regulation](#) follows. This information is updated as the operator comes into compliance.

All findings are assigned a determination based on the following definitions.

- **In compliance:** meets the requirements of the *Community Care and Assisted Living Act* and/or the Assisted Living Regulation.
- **Not in compliance:** no evidence of meeting the requirements of the *Community Care and Assisted Living Act* and/or the Assisted Living Regulation.

FINDINGS				
Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Community Care and Assisted Living Act	Assisted Living Residences	June 6, 2024	June 21, 2024	In compliance
Requirement: Section 26 (5): Operating an assisted living residence . A registrant must ensure that the assisted living residence is operated in a manner that does not jeopardize the health or safety of its residents.			Compliance Action: Registrant submitted the plan within the given timeframe.	
Observation: The registrant did not protect a residents emotional and mental safety as they did not follow their policies for complaints and reportable incidents.				
Actions taken or to be taken by Registrant (Operator): The registrant must develop a plan of how staff will be educated on complaint, abuse and neglect, and reportable incident policies. The plan must include details of how the registrant will audit for compliance with policies. The plan must be submitted to the Assisted Living Registry (Registry) by June 21, 2024. No further actions required.				
Actions taken or to be taken by Registry: No further actions.				



FINDINGS				
Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Housing	June 6, 2024	June 21, 2024	In compliance
Requirement: Section 15 (2) (b): If more than one class or non-residents . A registrant must make a policy describing how the use of common areas shared by residents of more than one class, or by residents and non-residents, will be managed to protect the health and safety of residents.			Compliance Action: Registrant submitted the policy within the given timeframe.	
Observation: The registrant did not have the required use of common areas policy.				
Actions taken or to be taken by Registrant (Operator): The registrant must develop a use of common areas policy and submit the policy to the Registry by June 21, 2024.				
No further actions required.				
Actions taken or to be taken by Registry: No further actions.				